

(b)(3)

From: [redacted] (b)(3)
 Sent: Wednesday, September 10, 2014 10:51 AM
 To: [redacted] (b)(3)
 Cc: [redacted] (b)(3)
 Subject: Facilities Support Feedback Submission - Awful Food at [redacted] and Other Cafeterias (b)(3)

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(b)(3)

Subject: Awful Food at [redacted] and Other Cafeterias (b)(3)
 Feedback: To whom it may concern,

On Monday 08 Sep '14, against my better judgement, I went to the [redacted] cafeteria to get breakfast. I encountered bagels that were not fully thawed and therefore could not be sliced in the slicer without crushing them. So I went for bread to have some toast. The bread drawers were mostly empty and what bread that was there was moldy. Then went to the oatmeal, which was as thick as partially dried cement. Tried the Cream of Wheat, and it tasted as if it was burnt. I was thoroughly disgusted at this point and left. This isn't a one time occurrence either. Frequently, food is not out on time, eggs are always water logged (I want to pay for eggs, not water when I am being charged by weight), bagels are always freezer burned when thawed, one register to serve a building with 7 floors, the hot bar is a miss-mash of items that frequently are not served together, nothing is fresh..i.e. you can easily tell it's all frozen food, the prices are astronomical on weighed food (especially taking quality into consideration. We can go to numerous places off compound and receive high quality food and service for half the cost), the cafeteria is clearly understaffed, and there appears to be zero management (at least quality management). The place is absolutely disgusting. This isn't a [redacted] issue either, it's a Sodexo issue. Take a look at [redacted]. These same things are being experienced at just about every building. It use to be hard to find a seat at lunch time at HQS. We are a vastly larger Agency today, yet it's pretty simple to get a seat now. That is very telling. The food and service is really bad. Something needs to happen to change this. Will not be buying food at any building, until I hear from others that are also disgusted, but gluttons for punishment, that things have changed. (b)(3)

Submitted By: [redacted] (b)(3)